



## GENERAL FAQ

### **What is Arkansas on iTunes U?**

*Arkansas on iTunes U is an Arkansas Department of Education initiative creating a library of educational content for educators and students. We are one of the many universities, state agencies, and not-for-profit institutions distributing content to the world through iTunes U, the world's largest repository of free instructional media.*

### **How do I find Arkansas on iTunes U?**

*Go to <http://adepodcast.arkansas.gov> and click the "Launch Arkansas on iTunes U" button to find our section inside iTunes. You must have the free iTunes application installed. If you are already an iTunes user, use the iTunes U tab in the iTunes navigation bar, click the K-12 link, and select Arkansas from the provider list.*

### **What material will I find on iTunes U?**

*The Arkansas section of iTunes U features podcasts from educators, students, and the Department of Education. Plus, you can search the entire iTunes store to see how experts across the globe approach a topic.*

### **Do I need any special software to use iTunes U?**

*You can access iTunes U from any computer that has [iTunes software](#) installed. On iOS devices like the iPad, iPod, or iPhone, you can download the [iTunes U app](#).*

### **Do I have to have an iPod to use iTunes U?**

*No. You can access collections of content in iTunes from any device that has Internet access and iTunes installed. However, to have full access to iOS courses, you will need an iOS device.*

### **Is iTunes blocked by the state?**

*See [Commissioner's Memo RT 11-007](#). The DIS state web filter does **not** block iTunes; however, it may currently be part of the streaming media category blocked by your district.*

### **Can students access iTunes from iTunes U?**

*iTunes U is a section of the iTunes store. To prevent students from accessing iTunes and downloading commercial music and video while on campus, schools can choose to block iTunes but allow access to the iTunes U section of the iTunes store. Instructions from Apple may be found at these links: <http://support.apple.com/kb/HT2102> (for Windows) and <http://support.apple.com/kb/HT3490> (for Mac). Additional tutorials are provided in the attachments to the Commissioner's Memo RT 11-007.*

### **Will using iTunes U require significant bandwidth?**

*Downloading files from iTunes U will use bandwidth. However, once files are downloaded to the user's iTunes library, they can be played without using bandwidth. Users can download iTunes files during off-school or off-peak hours and use them during school without using bandwidth.*

**Can I contribute to Arkansas on iTunes U?**

We are always seeking content that meets our criteria. We are even offering competitions and incentives to spur contributions. See the [Contribute](#) resources on our web site for current details

**Do I need to worry about COPPA when using iTunes U?**

For users of iTunes, see Apple's Privacy Policy at <http://www.apple.com/privacy/>

For students and classrooms contributing work to iTunes, see the model Student Permission Form in our Provider Pack. It is the responsibility of the school or organization submitting content to iTunes U to assure that minors under age 18 will be identified by first name and school/county only. Personally identifying information should not be released.

**How can I be notified about new Arkansas iTunes U media?**

Follow us on Twitter: <http://twitter.com/#!/ArkansasiTunesU>

Join our [mailing list](#) to receive notifications via email.

**How is iTunes U different than Arkansas IDEAS?**

If you are an Arkansas licensed educator seeking PD hours for your online learning, then IDEAS is for you. If you are an educator, student, or anyone looking for educational media to download and share with others, then iTunes U is there for you. Both may be used by teachers to support professional learning.

**What resources are available to help me learn to use and contribute to iTunes U?**

Refer to the [iTunes U FAQ from Apple](#), [iTunes U Support](#), or our resources found on our site. Contact your local educational service cooperative for information on related workshops available in your area.